



CITY OF SCOTTSDALE
TRANSPORTATION DEPARTMENT
7447 EAST INDIAN SCHOOL ROAD, SUITE 205
SCOTTSDALE, AZ 85251
480-312-TRIP (480-312-8747)

PROGRAM GUIDELINES

INTRODUCTION

CAB CONNECTION is a taxi voucher subsidy program for Scottsdale residents who are disabled or senior. The intent of this program is to provide a transportation alternative that is within the control of the participant, is flexible and is relatively affordable. This program serves the full city limits (unlike Dial-A-Ride or bus service.) This program is not intended to serve all people or all trips. Wheelchair users and those needing special assistance may need to access a different program and can contact the CAB CONNECTION office for more information.

PROGRAM ELIGIBILITY REQUIREMENTS

Participants must be City of Scottsdale residents, age 65 or older or with a documented disability. Proof of physical address may be provided using copies of any utility bill or other appropriate document displaying your name and home address. Participants must also obtain a valid Valley Metro Reduced Fare Authorization Card (required by cab drivers in order for participants to use vouchers). CAB CONNECTION will not mail vouchers to post office boxes. Vouchers must be mailed to participant's address of record. Applications are available from the Transportation Dept., City of Scottsdale.

PROGRAM RENEWAL REQUIREMENTS

When a participant's Valley Metro Reduced Fare Authorization Card (VM ID card) expires, the participant is required to obtain a new VM ID card, submit a renewal application, and provide proof of current residency. A notice of expiration, along with a renewal application and information on how to obtain a new VM ID card will be sent to the participant's address of record sixty (60) days before their VM ID card expires. In addition, a roundtrip set of two taxi vouchers to the Valley Metro I.D. card issuance office located

nearest the participant's home will be sent to provide transportation to assist in fulfilling this renewal requirement. The City of Scottsdale will pay 80% of the fare, up to the maximum fare subsidy of \$10 on the vouchers, as explained in the "Fare and Mileage Limitations" paragraph of these Program Guidelines. These two (2) renewal assistance vouchers will not count against a participant's normal monthly allotment.

Participants will be given sixty (60) days to obtain their new VM ID card, submit the renewal application, and current residency proof. If this requirement is not met within sixty (60) days, monthly vouchers will not be issued until all renewal requirements have been met.

VOUCHER ISSUANCE

Participants may request any number of vouchers anytime during the month, up to 20 one-way vouchers per month, using the mail order forms provided by CAB CONNECTION. Program staff will issue vouchers within two weeks. Your monthly 20-voucher allotment must be requested and received in the Cab Connection office before the last day of the month.

VOUCHER PREPRINTED INFORMATION

Participants determine their trip destinations in advance. Each voucher is preprinted with the name of the participant, expiration date and the two addresses between which the participant may travel. Vouchers are valid for 60 days beginning with the date the voucher is issued. Program participants need to check the expiration date before using the voucher. Expired vouchers will not be honored by the City of Scottsdale.

Participants and cab companies/drivers must not alter vouchers in any way. Any alterations invalidate the vouchers. Drivers and cab companies will not be reimbursed for altered vouchers. Participants who alter vouchers may be denied future participation in the CAB CONNECTION program.

EXCEPTIONS

Blank Destination Vouchers

Each month, participants may order up to four (4) of the twenty vouchers that have only their home address. The second address is blank allowing participants the flexibility to choose their travel destination. These vouchers may be used for unplanned trips. Participants using blank destination vouchers are responsible for entering complete address information, including name of destination, address and city, on blank destination vouchers before giving the voucher to a cab driver. Failure by a participant to enter complete address information on a blank destination voucher may result in that participant receiving a letter from CAB CONNECTION staff reminding them of the importance of providing such information. Once a participant has received three reminder letters, the next letter will be a warning letter informing the participant the next occurrence will result in their being denied the opportunity to order blank destination vouchers.

Dialysis Trips

An exception to the 20-voucher policy is made for participants who are receiving dialysis treatments. Upon request, the City will provide 26 vouchers per month per participant to a dialysis center. The City will also provide up to 20 additional vouchers to the participant for other purposes for a potential total of 46 vouchers per month. Participants interested in this program should contact the CAB CONNECTION office.

TRIP SCHEDULING

Vouchers can be used with any of the participating taxi companies. A list is provided with the first set of mailed vouchers and is updated as taxi companies choose to participate or as information changes. This list includes specific fare information about each CAB CONNECTION taxi company. If participants lose this list, they can contact CAB CONNECTION staff and request a new list.

To arrange a trip with CAB CONNECTION participating taxi companies, participants select a taxi company from the list for each one-way trip. Participants then call the taxi company to make their reservation giving the reservations operator as much detail as

possible, e.g., physical assistance, special physical accommodations, wheelchair or walker transport, guide dog transport. Drivers do not have special training. If a higher level of service is required, participants should call the CAB CONNECTION office for more information.

Most taxi operators can give the passenger an estimate of the cost of the fare when calling to schedule a cab pick up.

Participants should not arrange for several taxi companies to pick up the same trip. Calling several taxi companies, making multiple reservations, and using the first taxi that arrives could result in taxi companies refusing to provide service. Cab companies are not under contract; participation is voluntary and subject to change.

Participants are required to either BEGIN or END their one-way taxi rides in Scottsdale. **Interim stops are not permitted** in this program nor will the City of Scottsdale pay for taxi “wait” charges. Wait time is when the passenger asks the driver to wait or when the driver begins the meter prior to the participant being in the cab. CAB CONNECTION will pay for only one trip as described on the voucher; no other stops may be served with the same voucher.

Participants should not give the driver any additional vouchers. Participants are to call 480-312-8747 to report any driver requesting or demanding more than one voucher per each one-way ride.

Participants must sign the vouchers.

CANCELLATIONS AND NO-SHOWS

Participants:

CAB CONNECTION participants are responsible for arranging their own taxi trips. The City of Scottsdale will not pay for “no-show” fees and program participants are held accountable for their own “no-shows”. Participants should inform the taxi provider of any cancellations or schedule changes. Taxicab providers may choose not to provide service to people with histories of no-shows.

Taxi Providers:

Participants have a right to expect prompt service from the cab provider and should request an estimated arrival time. If a taxi provider fails to pick up program participants, participants must work directly with the taxi provider to resolve the issue, or they may want to call a different company.

FARE AND MILEAGE LIMITATIONS

CAB CONNECTION is a fare-based program and has no mileage limitations. Travel is permitted outside Scottsdale as long as the ride either begins or ends within Scottsdale City limits. The City of Scottsdale pays 80% of the fare, up to a maximum fare. The maximum fare that the City of Scottsdale subsidizes is \$12.50. On a fare of \$12.50, the City pays \$10.00 and the participant pays \$2.50. If the fare for a one-way trip exceeds \$12.50, participants pay the fare, minus \$10.00 (the maximum City subsidy).

GRATUITY

Effective September 1, 2008, Cab Connection will no longer reimburse the cab companies a tip/gratuity for non-dialysis trips. Instead, **we will leave it up to the customers to tip the drivers for non-dialysis trips. We will continue to include a gratuity for dialysis trips.**

VOUCHER EXCHANGES/RETURNS

The City of Scottsdale and CAB CONNECTION will not accept voucher exchanges or returns. If vouchers are not used during the 60-day time period, they expire and should be destroyed. Drivers and cab companies will not be reimbursed for expired vouchers.

PARTICIPANT RESPONSIBILITY

Participation of Scottsdale residents and cab companies in the CAB CONNECTION program is voluntary. It is not the responsibility of the City of Scottsdale to mediate between the CAB CONNECTION passenger and the cab company.

PARTICIPANT CODE OF ETHICS

CAB CONNECTION participants shall behave courteously and respectfully at all times. Abusive language, profanity (either in language or gestures), disorderly conduct, or harassment of any kind will not be tolerated. Users exhibiting inappropriate behavior may lose the right to participate in the CAB CONNECTION program.

PROGRAM MISUSE

Participants or taxicab companies who engage in program violations such as, but not limited to, altering vouchers, using expired vouchers, accepting or giving more than one voucher, refusal to pay participant's share of the fare, using someone else's vouchers, or giving or selling or trading vouchers may lose the right to participate in the CAB CONNECTION program.

The City of Scottsdale retains the right to modify the Cab Connection program at any time due to budget and/or other constraints.